



# TRANSPORTATION NETWORK DIRECTORY FOR PEOPLE WITH DISABILITIES AND ADULTS 50+ MONTGOMERY COUNTY, MARYLAND

## AMERICANS WITH DISABILITIES ACT (ADA) TRANSPORTATION COMPLIANCE

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This is a project of the Montgomery County Commission on People with Disabilities.

To submit an update, add or remove a listing, or request an alternative format, please email [MCCPWD@montgomerycountymd.gov](mailto:MCCPWD@montgomerycountymd.gov).

### Equal Rights Center (ERC)

Handle discrimination complaints, including those against public or private transportation. Offer free counseling and paths to resolution. Resolves complaints by communicating directly with discriminating parties; advocating before administrative agencies; investigating the extent of issues; and taking legal actions.

..... 202-234-3062 (V)

..... 1-866-549-0009 (Toll Free)

[www.equalrightscenter.org](http://www.equalrightscenter.org) • Email: [info@equalrightscenter.org](mailto:info@equalrightscenter.org)

### Federal Transit Administration (FTA) – U. S. Department of Transportation

The FTA provides financial and technical assistance to local public transit systems, including buses, subways, light rail, commuter rail, trolleys and ferries. If you believe you have been discriminated against by a public transit provider, you may file an administrative complaint with the FTA Office of Civil Rights. **File a complaint by completing the FTA complaint form:** [www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/fta-civil-rights-complaint-form](http://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/fta-civil-rights-complaint-form). The complaint form should be emailed to [FTACivilRightsCommunications@dot.gov](mailto:FTACivilRightsCommunications@dot.gov) with "FTA complaint form" included in the subject line. Alternatively, complaints may be mailed to: Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team, East Building, 5<sup>th</sup> Floor – TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590. **Please note:** Individuals are encouraged to first file a complaint directly with their transit provider. The FTA does not represent individual complainants. FTA will analyze allegations for possible deficiencies by the transit provider and will work with the transit provider to correct the deficiencies within a predetermined timeframe. **For Montgomery County Government public transportation**, the ADA Compliance Manager takes complaints: [www.montgomerycountymd.gov/dgs-ada/home.html](http://www.montgomerycountymd.gov/dgs-ada/home.html).

**Civil Rights Hotline:** Monday through Friday, 8:30 a.m. to 5:00 p.m. EST ..... 1-888-446-4511 (Toll Free)

[www.transit.dot.gov](http://www.transit.dot.gov)

### Maryland Department of Transportation (MDOT) ADA Compliance

Handle ADA complaints regarding the Maryland State Highway (SHA), the Maryland Aviation Administration (MAA), the Maryland Port Administration (MPA), the Maryland Transit Administration (MTA), the Maryland Transportation Authority (MdTA), and the Maryland Motor Vehicle Administration (MVA). Complaints can be filed via phone or mailed to 7201 Corporate Center Drive, Mailstop 330, Hanover, MD 21076.

**Wanda L. Dade, ADA Title II Coordinator** ..... 410-545-0327 (V)

..... 1-866-910-8866 (Toll Free)

[www.mdot.maryland.gov/tso/pages/Index.aspx?PageId=62](http://www.mdot.maryland.gov/tso/pages/Index.aspx?PageId=62) • Email: [ada@mdot.maryland.gov](mailto:ada@mdot.maryland.gov)

### Metro ADA Ombudsman Program for Customers with Disabilities - WMATA

The Ombudsman helps individuals understand their rights and responsibilities as well as their options, makes inquiries on an individual's behalf and obtain responses to his/her questions, helps present an individual's complaint to the parties responsible for resolution, mediates between an individual and other parties to a conflict to bring about a mutually agreeable outcome, and recommends changes in policies, procedures, and

practices to prevent similar problems from occurring. If you have a complaint about an accessibility issue within the Metrobus, Metrorail or MetroAccess system, use the online customer comment form to send feedback: <http://wmata.custhelp.com/app/home/>. If you can document that you have tried to resolve your concerns and complaints related to accessibility issues within the Metrobus, Metrorail or MetroAccess services through the Metro complaint process and have not met with a satisfactory resolution, you may contact the Metro ADA Ombudsman Program for Customers with Disabilities. Written complaints can be sent to Office of ADA Policy and Planning, Metro Ombudsman Program for Customers with Disabilities, 600 5<sup>th</sup> Street NW, Washington, DC 20001.

**David J. Shaffer, ADA Ombudsman** ..... 202-962-1100 (V)  
..... 202-962-3780 (TTY)  
[www.wmata.com/service/accessibility/free-resources.cfm#complaints](http://www.wmata.com/service/accessibility/free-resources.cfm#complaints) • Email: [access@wmata.com](mailto:access@wmata.com)

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### **Montgomery County Government – ADA Compliance Office**

Provides information and assistance to the public on the accessibility of County programs and services, ensures that buildings and facilities are built and maintained in accordance with the ADA, and administers the County's Title II grievance procedure. Title II applies to public entities, including state and local governments, and prohibits discrimination based on disability in all aspects of government programs and services. Title II also requires that state and local governments communicate effectively with people with disabilities and make reasonable modifications to policies, procedures and practices upon request in order to provide qualified individuals with disabilities an equal opportunity to participate in all programs and services.

**Matthew Barkley, ADA Title II Compliance Manager** ..... 240-777-6197 (V)  
[www.montgomerycountymd.gov/DGS-ADA/Home.html](http://www.montgomerycountymd.gov/DGS-ADA/Home.html)  
Email: [adacompliance@montgomerycountymd.gov](mailto:adacompliance@montgomerycountymd.gov)

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### **National Aging and Disability Transportation Center**

Technical assistance center focused on increasing transportation options for older adults, people with disabilities and caregivers, to enhance their ability to live more independently within their communities throughout the United States. Provide one-on-one consultation by phone to discuss the problem or issue. Can provide information and technical assistance on the following topics, as well as other issues related to transportation: ADA and Paratransit. A program of the U.S. Department of Transportation, Federal Transit Administration, administered by Easterseals and the National Association of Area Agencies on Aging (n4a) with guidance from the U.S. Department of Health and Human Services, Administration for Community Living.

**Hours:** 9:00 a.m. to 5:00 p.m EST, Monday through Friday ..... 1-866-983-3222 (Toll Free)  
[www.nadtc.org](http://www.nadtc.org) • Email: [contact@nadtc.org](mailto:contact@nadtc.org)